



Toward equitable access to French Language Health Services

**Entité 4 / Central LHIN / Central East LHIN / NSM LHIN
2019-2022**

Report on year 1: 2019-2020

As of March 31, 2020

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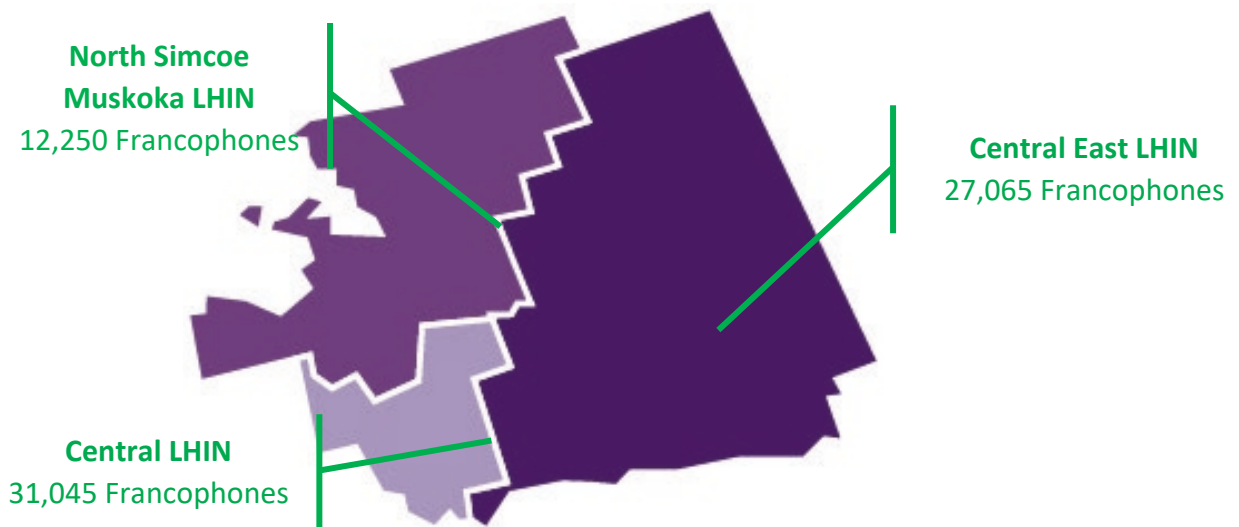
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Legend

ACFO –	Assemblée des communautés francophones de l’Ontario
AFRY –	Association des francophones de la région de York
CMHA –	Canadian Mental Health Association
FLHPE –	French Language Health Planning Entities
FLSA–	French Language Services Act
FLS -	French Language Services
MOH –	Ministry of Health
MLTC –	Ministry of Long-Term Care
LHIN –	Local Health Integration Network
LTC –	Long-Term Care
OH -	Ontario Health
OHT –	Ontario Health Team
Regroupement –	Regroupement des entités de planification des services de santé en français
RISE –	Rapid-Improvement Support and Exchange

INTRODUCTION

The provision of French Language Health Services (FLHS) in Ontario is a requirement that was enshrined in two key pieces of legislation the French Language Services Act (1990) and the Local Health System Integration Act (2006). These legislations reflect the commitment of the Government of Ontario to provide improved access to quality healthcare services in French for Francophones across the health system. The People’s Health Care Act (2019) reaffirmed this commitment.



1 Data from 2016 census according to the Inclusive Definition of French (2009).

Entité 4 is one of six French Language Health Planning Entities (FLHPEs) appointed by the Ministry of Health (MOH) in 2010; a nomination that affirmed the government’s commitment to addressing the unique health care needs of Ontario’s official language minority community.

In November 2017, the MOH released “The Guide to the Requirements and Obligations Relating to French Language Health Services” to strengthen health system accountability and performance, as well as support access to linguistically and culturally appropriate services for Ontario’s Francophone communities. As specified by the MOH, Local Health Integration Networks (LHINs) currently have the following roles and responsibilities in the planning and provision of FLHS:

- Plan, fund, integrate, and deliver local health services for the Francophone community;
- Promote health equity, reduce health disparities and inequities, and respect (...) the requirements of the *French Language Services Act (FLSA)*, in the planning, design, delivery and evaluation of services;
- Comply with the FLSA as a Crown agency of the government;
- Hold Health Service Providers (HSPs) accountable for the provision of FLHS and reporting of the provision of FLHS as per the terms of LHIN-HSP Service Accountability Agreements;
- Ensure that information about available FLHS is made accessible to the public;

- Liaise with the MOH and work with the Entities and HSPs on the identification of HSPs and HSPs seeking designation;
- Promote the principles associated with the concept of “Active Offer” across the local health system.

The MOH gave a mandate to FLHPEs to advise LHINS on health needs of Francophone communities by conferring the following responsibilities ¹:

- Support the LHINS’ mandate and collaborate to ensure the effective delivery of FLHS at the local level;
- Liaise with the LHINS on the FLS identification of HSPs and those seeking FLS designation;
- Engage with the Francophone community to inform the Entity’s advice to the LHIN on key priorities.

The collaborative work between North Simcoe Muskoka/Central/Central East LHINS and Entité 4 is outlined in the LHIN-Entity Action Plan (LEAP) 2019-2022. The main objective of the LEAP is to identify the needs of their Francophone communities, assess their local FLHS capacity and establish joint priorities to address any FLHS gaps as part of the planning process.

To foster this collaborative work and increase equitable access to French language services, Central East, Central, North Simcoe Muskoka LHINS and Entité 4 made the decision to better align the planning cycle for French language services with LHIN planning cycles (Integrated Health Service Plans (IHSPs), Annual Business Plans (ABPs) and develop a joint three-year strategy (2019-2022).

This report is an opportunity to assess progress made during the first year of the strategy. It also identifies successes, lessons learned and challenges during the first year of its implementation.

In the upcoming two years, we will continue to seek ways to improve access to services for Francophones, bring new and improved services as well as build HSP capacity to deliver high quality services to this community. It will evolve according to opportunities as they present themselves, and of course according to the healthcare system shift to address health inequities.

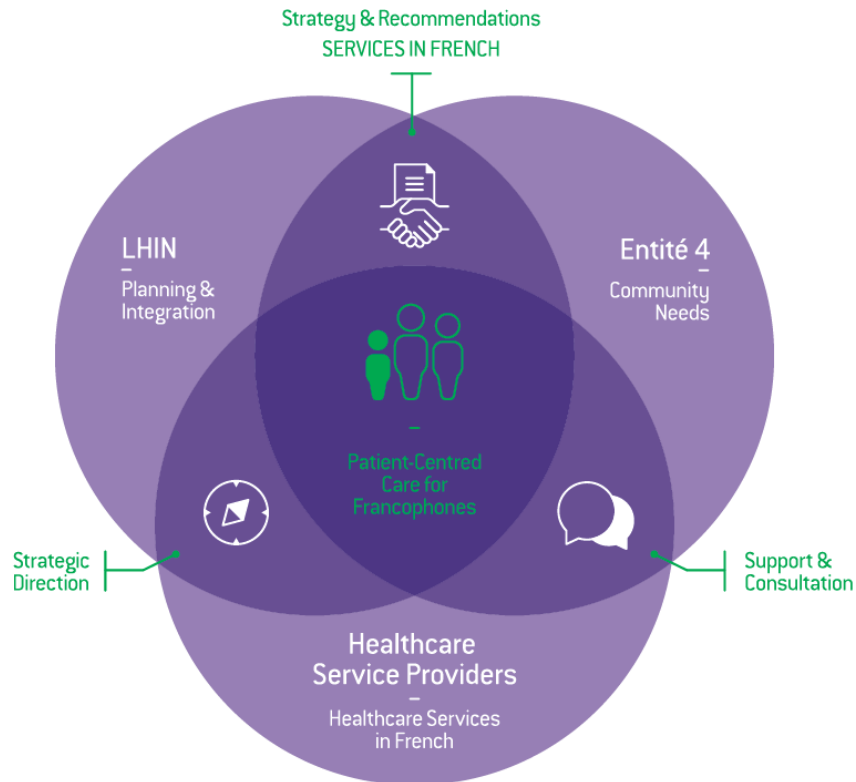
As the province undergoes transformation, Entité 4 will adapt to work with all stakeholders to ensure continued improvement with respect FLS, focusing on improved patient centered, quality care for Francophones.

¹ http://www.health.gov.on.ca/en/public/programs/flhs/docs/Guide_to_FLHS_FINAL.pdf

OUR APPROACH

Implementation of this strategy is based on a strong collaborative relationship between Entité 4, the 3 LHINs, Ontario Health, community organizations and health service providers. This collaboration is based on a shared appreciation of our respective roles within the healthcare system.

Enhancing Access to French Language Health Services and Supporting Better Patient Outcomes for Francophones



Entité 4 actively builds awareness among HSPs about the crucial role of language in providing safe and high-quality patient care. We also promote the identification and designation processes as indispensable tools in ensuring the sustainability of French language health services.

This approach fosters clear and targeted coordination of actions by all involved parties: our three partner LHINs, HSPs, Entité 4 and the Francophone community. These concerted efforts by key stakeholders have one main goal: placing Francophone patients at the centre of the care they receive.

The following table provides a timeline of significant events over the last fiscal year.

April 2, 2019 – The Regroupement des Entités is one of only 30 groups invited to present to the Standing Committee on Social Policy as part of the review of the *People's Health Care Act* (2019)

April 18, 2019 – Royal Assent of the *People's Health Care Act* (2019)

April 26, 2019 – The Regroupement des Entités collaborates on organizing focus group discussions for Francophones on behalf of the Premier's Council on Improving Healthcare and Ending Hallway Medicine. 250 francophones participate across 16 sites.

May 15, 2019 – Potential OHTs are invited to submit Self-Assessments to the MOH

June 26, 2019 – The Regroupement des Entités meets with the Board Chair for the newly created Ontario Health

July 2019 – Of 150 self-assessments submitted, 31 teams are invited by the MOH to submit a Full Application

August - September 2019 – Entité 4 meets with 8 OHTs in our catchment area as to discuss integration of FLS as they worked to develop their full applications

September 2019 – Entité 4 develops and distributes Fact Sheets on the local Francophone communities to potential OHTs across its catchment area.

September 23, 2019 – The Regroupement des Entités works with the RISE team to deliver a webinar to potential OHTs on engaging and improving care for Francophone communities.

October 1, 2019 – The MLTC announces an open call for proposals to develop 15,000 new and redevelop 15,000 existing LTC beds

October 22, 2019 - Entité 4 meets with La Clé to discuss LTC needs for Francophones in North Simcoe Muskoka

October and November 2019 – Four OHTs invite Entité 4 to attend visits from the MOH as part of the Full Application evaluation process

November 5, 2019 – Entité 4 meets with ACFO Toronto to discuss LTC needs for Francophones in North York

November 11, 2019 – The Regroupement des Entités submits a series of recommendations regarding updating the regulation governing Ontario's FLHPEs under the *People's Health Care Act* (2019)

November 12, 2019 – Entité 4 launches the *Language Matters in Long-Term Care* campaign to build awareness of the need to include LTC beds prioritized for Francophones

November 13, 2019 – Entité 4 submits a recommendation to the Central East LHIN for the identification of CMHA Durham for the provision of FLS

November 13, 2019 – The MOH announces that the 14 LHINs have been clustered into five interim and transitional geographic regions

November 17, 2019 – Entité 4 hosts a community discussion on LTC needs for Francophones in Durham Region

November 22, 2019 – Entité 4 hosts a focus group on LTC needs for Francophones in Durham Region

November 25 – December 6, 2019 – 24 OHTs announced across the province, including 9 in Entité 4's catchment area

- Entité 4 is invited to attend announcements for the East York North Durham OHT, the Durham OHT, the Couchiching OHT, the North York OHT

November 26 – Entité 4 meets with AFRY to discuss LTC needs for Francophones in York Region

December 2019 – Entité 4 provides the Central, Central East and North Simcoe Muskoka LHINs with a FLS Capacity Report of LTC homes in their respective regions

December 11, 2019 – Entité 4 hosts a focus group on LTC needs for Francophones in the Barrie area

December 20, 2019 – A permanent President and CEO for Ontario Health is announced

January and February 2020 – Entité 4 meets with the Transitional Leads for the Central and East Ontario Health offices

January 24, 2020 – Entité 4 meets with Minister of Health Christine Elliott to discuss access to French Language Services on behalf of the Regroupement des Entités

January 27, 2020 – Following a recommendation from Entité 4 and with the support of its leadership, CMHA Durham is identified for the provision of FLS by the Central East LHIN

January 31, 2020 – Entité 4 attends the Mental Health and Addictions Roundtable hosted by Associate Minister of Mental Health and Addictions Michael Tibollo

February 11, 2020 – Entité 4 submits a recommendation to the Central East LHIN for the identification of the Alzheimer Society of Durham for the provision of FLS

February 19 – 20, 2020 – Entité 4 attends the *OHT Provincial Learning & Improvement Forum*

February 20, 2020 – Entité 4 presents information on Francophone LTC needs to the Barrie and Area LTC committee

March 5, 2020 – Entité 4 hosts a focus group on LTC needs for Francophones in Penetanguishene

March 9, 2020 – The government of Ontario opens a 7-day public consultation on the newly updated regulation governing Ontario's FLHPEs

March 12, 2020 – The Regroupement des Entités meets with the President and CEO of Ontario Health to discuss integration of French Language Services

March 16, 2020 – In response to the public consultation, the Regroupement des Entités recommends the establishment of a working group with a mandate to work with the MOH to implement administrative means to address priorities raised by the Regroupement des Entités

Present – Entité 4 actively participates in committees and working groups across 9 OHTs (selected and in development) across our catchment area

LHIN ENTITY ACTION PLAN (LEAP) OVERVIEW

The objectives outlined in this LEAP describe how Central/ Central East/North Simcoe Muskoka LHINs and Entité 4 will collaborate to improve access to FLHS. It has four strategic objectives:

- **Plan** the offer of French Language Health services
- **Build** health service provider French language services capacity
- **Implement** access to a continuum of health care services within priority sectors
- **Sustain** health services through identification and designation

LEAP 2019-2022				
Entité 4 – Central, Central East and NSM LHINs				
Strategic Objectives	PLAN The Offer of French Language Health Services	BUILD Health Service Provider French Language services Capacity	IMPLEMENT Access to a continuum of health care services	SUSTAIN Service Offer Over Time
Goals	<ul style="list-style-type: none"> • Ensure Francophone representation at various LHIN planning Tables • Embed FLHS lens to strategy development • Identify geographical and sectoral FLHS gaps and capacity 	<ul style="list-style-type: none"> • Provide individual support to HSPs • Encourage Active offer of services via training • Encourage HSPs to establish a standardize identification and satisfaction process for Francophone patients • Foster collaboration between HSPs 	<ul style="list-style-type: none"> • Work with system partners to develop services, improve both access to quality health care services and patient experience • Promote availability of services to Francophone community 	<ul style="list-style-type: none"> • Identify HSPs based on gap and capacity analysis • Support HSPs seeking designation. • Monitor progress and compliance with the FLS designation requirements
Measures of Success	% of LHIN funded continuum with an FLS obligation	% of LHIN Funded HSPs who identify Francophone clients % of LHIN funded HSPs who capture client satisfaction re: FLHS	% of LHIN funded continuum with an FLS obligation	% average completion of designation requirements
Community Engagement	Engage and consult the Francophone community to identify gaps and plan for appropriate services	Involve Francophone patients in the design of service delivery models adapted to the local community	Collaborate with the francophone community to evaluate and improve access to services	Motivate and inform the Francophone community regarding HSP identification and designation
Priority Areas of Focus	<ul style="list-style-type: none"> • Primary Care • Acute and Hospital Care • Mental Health and Addictions (MH & A) • Home and Community Care (HCC) • Services for Seniors • Long Term Care • End of Life and Palliative Care 			
Priority Populations	<ul style="list-style-type: none"> • Seniors • Children, youth, and their families • Individuals with mental health or addiction challenges • Newcomers 			
Enablers	<ul style="list-style-type: none"> • Local planning • Capacity planning • Technology 			

SYSTEM TRANSFORMATION AND CONNECTING CARE

To ensure a Francophone perspective is included at the planning stage, Entité 4 provides Francophone representation at a number of LHIN planning tables, such as Central East Palliative Care Steering Committee and the North Simcoe Muskoka Regional Clinical Palliative Care Network Steering Committee.

The *People’s Health Care Act, 2019* generated a major shift in the delivery of health care across the province. This Act also sparked the creation of Ontario Health, a new agency that takes on the responsibilities of 21 pre-existing agencies, including the 14 LHINs. The Central, Central East and North Simcoe Muskoka LHINs were our first partners in increasing access to French Language Health Services.

Ontario Health Teams: Reimagining Health Care

The 2019/2020 fiscal year began with a call for interested health service providers to submit a self-assessment of their readiness to become an Ontario Health Team (OHT). OHTs were established to provide a new way of organizing and delivering care that is more connected to patients in their local communities. Under OHTs, health care providers work as one coordinated team - no matter where they provide care². The goal of the OHT model is to allow providers to deliver better, faster, more coordinated, and patient-centred care; allowing for residents to receive all their care from one team.



OHTs will strengthen connections between local services to create a coordinated health system, centred around patients. (Image from the Ministry of Health *Become an Ontario Health Team* webpage).

Along with health service providers, including hospitals, doctors and home and community care services, collaborating to provide more coordinated care; Entité 4 reached out to ensure all potential OHTs across its catchment area had accurate data on the Francophone populations and information on integrating FLS into OHTs.

² <http://health.gov.on.ca/en/pro/programs/connectedcare/oh/>

This information was provided in order to assist the OHTs to provide meaningful socio demographic data related to the official language minority population within specific geographical areas leading to a better understanding of the local Francophone population. Also included was a list of HSPs that provide FLS within the area. Working closely with Entité 4 allowed the OHTs to ensure that the Francophone lens is incorporated throughout the application process.

Ontario Health Teams: Providing Connected Care for Francophones in North York West

The *People's Health Care Act, 2019* states "the public health care system should recognize the diversity within all of Ontario's communities and respect the requirements of the *French Language Services Act* in the planning, design, delivery and evaluation of health care services for Ontario's French-speaking communities."



Integrating French Language Health Services into your Ontario Health Team

Entité 4 can support your efforts to engage with the Francophone community. Other local resources:

North York West French Language Services Advisory Committee works to promote health services in French. This Committee leverages existing partnerships and networks (community organizations, school boards and HSPs) to build awareness and engage Francophone communities on various health-related issues.

What do you need to know about the Francophone community in North York West?

The rich diversity in the Francophone populations served by Entité 4 in North York West translates into complex and varied health needs.

The growing Francophone communities within the Greater Toronto Area include diverse ethnic communities and newcomers to Canada. Entité 4 can provide expertise and meaningful data on the socio-demographic profile of your francophone community.

3,635 = 1.37%

FRANCOPHONES OF THE POPULATION LIVE IN NORTH YORK WEST*



* All statistical from the 2016 Census according to the 2009 Inclusive Definition of Francophone

FRANCOPHONE POPULATION IN NORTH YORK WEST

VISIBLE MINORITY
NOT A VISIBLE MINORITY



POPULATION AGE RANGE FOR NORTH YORK WEST

FRANCOPHONE POPULATION
OVERALL POPULATION

Age Range	Francophone Population	Overall Population
0-18	21%	22%
19-64	67%	63%
65-74	8%	8%
75+	7%	8%

- **9 teams were selected** in our catchment area, **Entité 4 met with 8** of these teams as they worked to develop their applications
- Entité 4 is identified as a partner in the full application of **four OHTs**
- **5 of 9 selected OHTs** recognized the **role of Entité 4 in engaging with the Francophone community** as part of their full application.

As a trusted partner, Entité 4 is continuing to strengthen partnerships by actively participating in committees and working groups across 5 selected OHTs and four which are in development across our catchment area.

Entité 4 Participation in OHTs				
LHIN	Regions	Name of OHT	Status	List of Committees
Central	North York West	North Western Toronto Ontario Health Team	Selected	Health Equity Committee
Central	North York Central	North York Toronto Health Partners OHT	Selected	<ul style="list-style-type: none"> • Communications Working Group • Mental Health Integrated Access Hub
Central	Eastern York region	Eastern York Region and North Durham OHT	Selected	<ul style="list-style-type: none"> • Steering Committee • Community Engagement and Education Working Group
Central East	Scarborough North Scarborough South	Scarborough OHT	In Development	Supportive Member
Central East	Durham North East Durham West	Durham OHT	Selected	Steering Committee
NSM	South Georgian Bay	South Georgian Bay OHT	In development	Planning Table
NSM	Barrie and Area	Barrie Area OHT	Full proposal Not Selected Redeveloping Full Submission	Steering Committee
NSM	Couchiching	Couchiching OHT	Selected	Planning Table
NSM	Central region	The Regional Specialized Care OHT for Vulnerable Populations	Innovative	NSM LHIN
NSM	North Simcoe	North Simcoe Care Network OHT	Currently in the Process of Full Submission	Planning Table

While we look forward to building a new relationship with Ontario Health and OHTs, we are certain that our focus on collaboration will enable us to continue to enhance FLHS.

ENGAGING THE FRANCOPHONE COMMUNITY

Community Feedback to Enhance Care

Strong connections with Francophones and community organizations within our catchment area help us understand the needs of the population within our geography and develop health services tailored to the realities facing the Francophone communities we serve. Meaningful community engagement leads to improved outcomes and sustainable solutions by drawing on local knowledge, lived experience and diverse perspectives.

Providing the Francophone Perspective for the Premier's Council

On April 26, 2019, Entité 4, in collaboration with the five other FLHPEs, assisted in organizing focus group discussions for Francophones on behalf of the Premier's Council on Improving Healthcare and Ending Hallway Medicine.

The Premier's Council was seeking feedback to support the development of recommendations to government in their second report *A Healthy Ontario: Building a Sustainable Health Care System*, issued in June 2019.

Across 16 sites, 250 Francophone patients, caregivers, service providers and health sector leaders took part in sharing their thoughts on improving the Francophone patient experience.

Language Matters in Long-Term Care

In September 2019, l'Assemblée de la Francophonie de l'Ontario (AFO) published their *White Paper on Ontario's Aging Francophone Population*, which illustrates the major demographic shift that is happening right now across the country.³ As stated in the *White Paper*, "Ontario's Francophone population is not only older, but also more vulnerable than the province's general population."

On October 1, 2019, the Ministry of Long-Term Care announced that the province is now "accepting applications from current and potential operators to build new long-term care beds and redevelop existing ones in Ontario."⁵ These beds are "part of the government's commitment to build 15,000 new beds and redevelop 15,000 existing beds over five years." So far, the government has allocated 7,889 new beds, fulfilling more than 50 per cent of this commitment. Organizations who are interested in building and redeveloping the remaining LTC beds were invited to submit an online application⁴ by March 31, 2020.

Entité 4 felt this was an opportunity to answer the LTC needs of the aging Francophone communities in the Central, Central East and North Simcoe Muskoka LHINs and launched a campaign to raise awareness

³ <https://monassemblee.ca/wp-content/uploads/2019/09/White-Paper-Aging-Finale-version-FFF.pdf>

⁴ <http://www.health.gov.on.ca/en/pro/programs/ltc/>

of the need to prioritize Francophone beds within its catchment area. Entité 4 provided capacity reports to each of these LHINs to inform LTC capacity planning for Francophones to meet the following objectives:

1. Describing the three LHIN regions distinct Francophone populations, as well as barriers faced by these seniors in accessing linguistically- and culturally adapted LTC beds;
2. Exploring bilingual capacity of Long-Term Care Homes (LTCH) specific to each LHIN;
3. Sharing best practices for serving Francophone minority populations; and
4. Recommending actions to optimize this opportunity and address the needs of Francophone seniors in terms of accessing LTC beds in each of the three LHINs.



The Language Matters in Long-Term Care campaign focused on encouraging service providers to include beds prioritized for Francophones as part of their applications for funding and helping them better connect with the Francophone community. Entité 4 also produced and provided Fact Sheets to LTCH on building access to high-quality long-term care close to home for Francophone seniors in each geographical area served by Entité 4. The goal of these Fact Sheets was to raise awareness among HSPs of the specific needs associated with aging as a Francophone.

Focus Groups were held in Durham, Barrie and Penetanguishene. Feedback from the community helped guide Entité 4's efforts on collaborating with HSPs. Entité 4 also had the opportunity for in-person meetings with several LTCH within the area served to discuss the needs of Francophone seniors. We were also able to raise

awareness about this issue with elected officials at the municipal and provincial levels.

Although the applications will need to go through the approval process from the Ministry of Long-Term Care, **four providers** across our catchment area **worked with Entité 4 to include beds prioritized for Francophones** as part of their applications.

The campaign included a series of videos based on a patient testimonial on the importance of providing LTC services in French for francophones which were viewed more than 1,544 times.

"My mother was a Francophone who spent most of her life in St-Hyacinthe. Around 2016, she started showing signs of dementia and I realized she was no longer able to care for herself. Moving my mother to Ontario was important but putting her in an English-only environment was out of the question...because I didn't want her condition to get worse. I had already lost the mother I had known to her disease."

Daughter and caregiver

Over the next two years, Entité 4 will continue to collaborate with LTCH and the Francophone community in our catchment area to improve access and services to the Francophone population.

DATA COLLECTION

The absence of data presents a significant challenge, whether it be on local health system capacity to offer FLS or on usage of these services by Francophones. This information is essential if an in-depth analysis of FLHS capacity is to be performed, such as an analysis of the local community needs matched to HSP capacity to offer FLS.

Through existing worktables and initiatives, we organized activities to raise awareness about the importance of collecting data on Francophone patients and their use of the health system. One method used to encourage HSPs to identify Francophone clients is to host Active Offer workshops by Entité 4. Throughout the last fiscal year, Entité 4 delivered several awareness and education sessions on the active offer of FLS, with a focus on patient identification and data collection.

In 2017, the MOH funded the Réseau des Services de Santé en français de l'Est de l'Ontario (Réseau) to implement OZi across the province to collect standardized health system data regarding the capacity of HSPs to deliver FLHS across the continuum of care (e.g. hospitals, community health centres, home care, etc.).

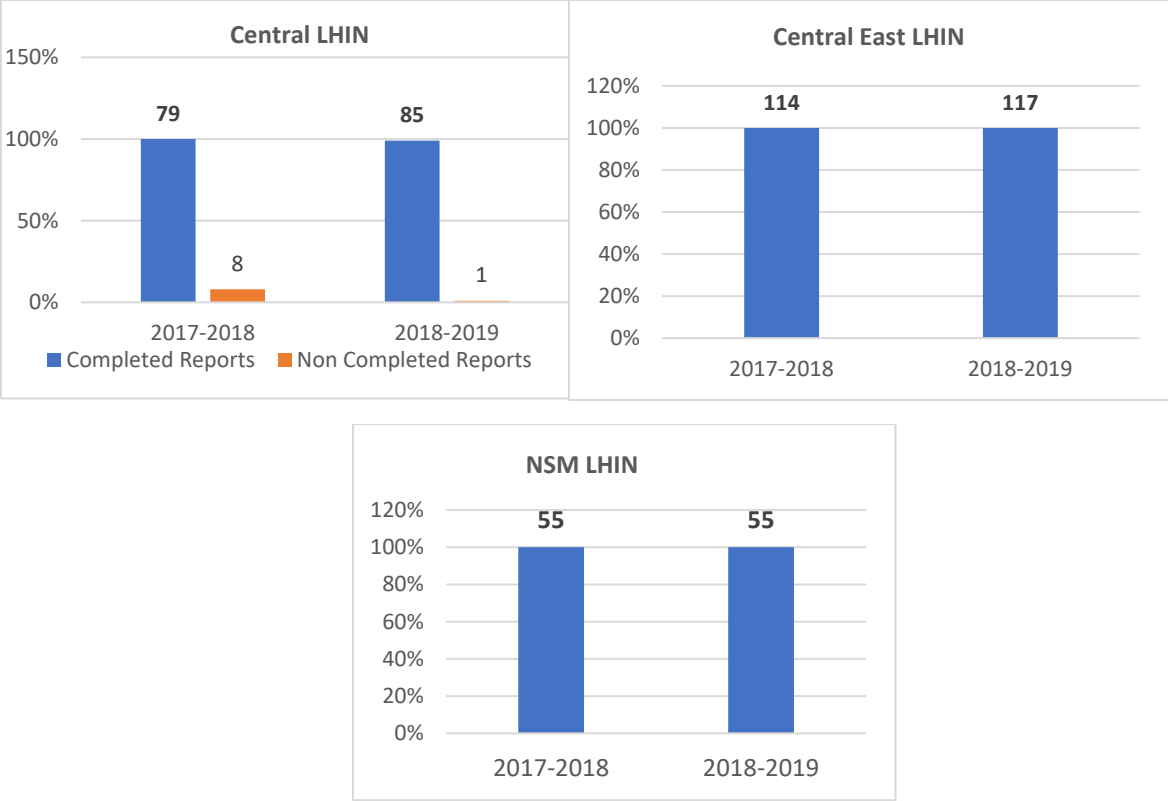
Among other things, this tool provides a baseline on HSP capacity to offer FLS, and fuels planning of these services to better serve the Francophone community. This user-friendly portal was developed to allow HSPs to meet obligations under their funding agreements, and to report to the MOH and the LHINs on methods used to address the needs of their local Francophone communities.

This report allows for several opportunities to improve FLS. For instance, by measuring the number of HSPs with no French Language Health Service (FLHS) responsibility, Entité 4 can outline an absence of direct FLHS, prompting further investigation as to whether augmentation or redistribution of responsibilities could enhance FLHS capacity. The number of Francophone clients served by non-identified HSPs informs on opportunities to increase FLHS provision according to Francophones' use of services. Also, the number of Human Resources with an actual or potential capacity to provide FLHS within non-identified HSPs is indicative of available resources that can be optimized.

In partnership with NSM, Central East and Central LHINs, Entité 4 provided support and guidance to HSPs to assist them in completing their FLS Reports. Additionally, Entité 4 and the LHINs collaborated to validate data provided by HSPs as part of their FLS Reports.

At the end of 2018-2019, 16 identified HSPs and 2 designated HSPs, as well as 257 non-identified organizations, submitted their FLS reports through Ozi in our catchment area. Thanks to the portal, we were able to gather information on HSP capacity to offer FLS, as well as assess the progress of identified or designated HSPs towards achieving or maintaining designation. A thorough analysis of this data helps us to better understand the capacity across three LHIN territories, apply this information to maximize use of existing resources at the regional level, and to define gaps in service offering.

The charts below indicate the number (and percentage) of FLS reports completed and submitted by HSPs for each of our partner LHINs:



PERFORMANCE INDICATORS

To measure progress in the delivery of this three-year strategy, we proposed the following performance indicators. It is important to note that our four strategic objectives are interrelated, and it is therefore natural that certain performance indicators are the same for different strategic objectives.

Plan: This indicator measures the percentage of services available in French across the continuum of care and provides an overview of local capacity to support the decision-making process when planning or reviewing distribution of responsibility across all regions and by sector.

Build: These indicators provide information on organizational practices conducive to the provision of FLHS. Identifying Francophone clients is an absolutely necessary step for active offer of FLHS. If clients are not identified as Francophones, there are very few chances that they will be offered FLHS. The indicator associated with this goal also measures the number of HSPs who capture Francophone patient satisfaction.

Access: This indicator provides information on the availability and the permanence of quality health care services in French, which will improve patient experience and reinforce a patient-centred approach.

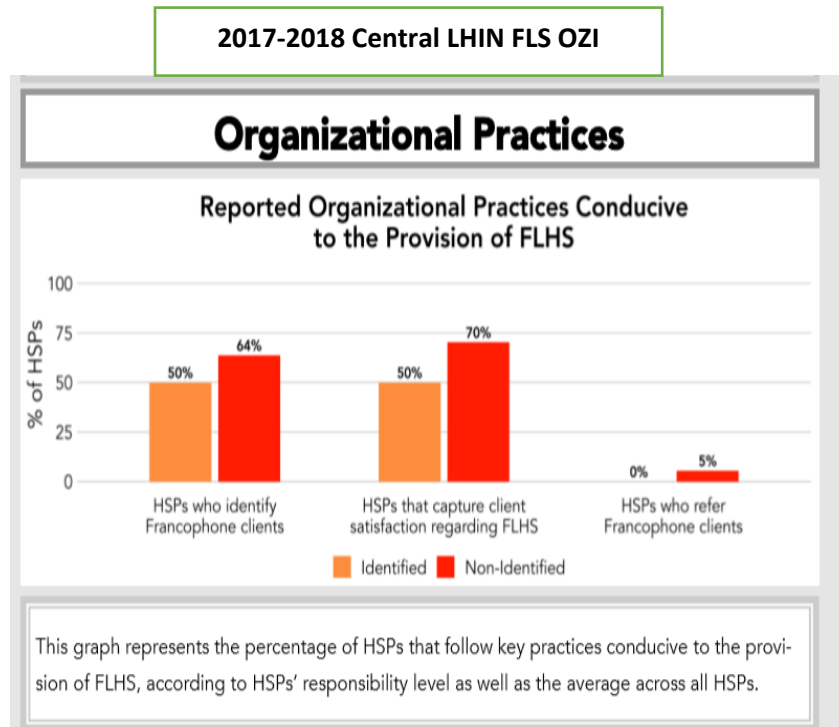
Sustain: This indicator looks at the 34 designation requirements: identified HSPs must implement a series of practices that enable them to build a full capacity to provide FLHS on an active and permanent basis; the same can be said for designated HSPs to maintain their full compliance.

Note: The aforementioned indicators used are the same as those outlined in the French Language Services Dashboards designed to allow LHINs to monitor their performance and provide direction on FHLS improvement.

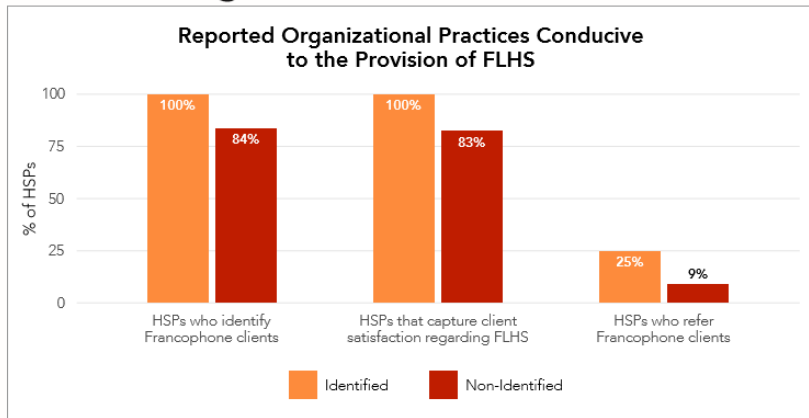
The usefulness of the Ozi report is clearly demonstrated below to reflect our indicators and progression on building capacity. In Central LHIN, for example, we can see:

- A 20% increase in the number of non identified HSPs who collect linguistic data on Francophone patients
- A 50% increase in the number of identified HSPs who collect linguistic data on Francophone patients
- A 50% increase in the number of identified HSPs who capture data on the level of satisfaction of Francophone clients;
- A 13% increase in the number of non identified HSPs who capture data on the level of satisfaction of Francophone clients;

Furthermore, we note a clear progression in the number of HSPs without FLS capacity who refer Francophone clients to HSPs who can serve them.



Organizational Practices



This graph represents the percentage of HSPs that follow key practices conducive to the provision of FLHS, according to HSPs' responsibility level as well as the average across all HSPs.

SUPPORTING HEALTH SERVICE PROVIDERS

In collaboration with the LHINs, Entité 4 has been supporting HSPs by presenting Active Offer workshops which focus on raising awareness about the importance of proactively providing FLS which are safe, respect the principles of equity and are linguistically and culturally appropriate to the needs and priorities of Francophones.

Over the last year, workshops were offered to a number of HSPs across the three LHINs, and an online training module for staff was developed. Once the training module is rolled out, it will enhance the knowledge and raise awareness about the importance of offering FLS for over 300 frontline workers and administrative staff of one HSP.

These workshops will continue to be proactively offered in person and virtually across the three LHINs in 2020-2021.

Entité 4 encourages HSPs to establish a standardized identification process for Francophone patients in order to ensure they are capturing client's language preference for service. A satisfaction survey to measure the delivery of FLS is also strongly recommended and often written in collaboration with Entité 4 with the HSPs.

WORKING TABLES

Entité 4 is an **active participant at 10 community coordination tables** and provides expertise on how to structure initiatives or develop service models to address the health needs of Francophone communities. These gatherings also represent opportunities to promote existing health services in French and foster collaboration between HSPs and community organizations. Francophone patients, caregivers and community representatives are also active participants at these tables.

The 2019/2020 fiscal year marked the creation of a new community coordination table in the Peterborough area called the Table de concertation francophone de Peterborough.

Community Working Table	LHIN
North Simcoe Muskoka French Language Services Community of Practice	NSM LHIN
French Language Services Group – 3 Community Health Centres (CHCs) (Chigamik, Barrie and South Georgian Bay CHCs)	NSM LHIN
Community Partners with Schools (COMPASS) – Francophone chapter	NSM LHIN
North York West French Language Services Advisory Committee	Central LHIN
French Speaking Community Outreach Initiative Advisory Committee on Mental Health	Central LHIN
Bendale Acres Steering Committee Pavillon Omer Deslauriers	Central East LHIN
Comité Francophone Scarborough	Central East LHIN
Coalition for Healthy for Healthy Francophone Communities in Scarborough	Central East LHIN
Durham Francophone Community Table on Health	Central East LHIN
Table de concertation francophone de Peterborough	Central East LHIN

ONTARIO TELEMEDICINE NETWORK (OTN)

Entité 4 supported and collaborated with OTN during the past year in their efforts to update and expand the number of individual health service practitioners registered with OTN to provide virtual care to patients or educational workshops in French.

Entité 4 helped to ensure leaders in the provision of French Language Health Services are included in the OTN directory. **Building the number of French Language Service practitioners included in the OTN directory** is an important piece in expanding FLS capacity across the province, including rural areas where access has been considered a barrier to care.

OTN services in French increase access to care, reduce barriers such as linguistic, travel and wait times: virtual care makes health care delivery more human, efficient, and equitable. Working together with patients, primary care providers, and specialists, OTN can provide more care options and innovative solutions that help improve access to specialized care in the patient's official language; while reducing pressure on hospitals; and modernizing consumer access to care.

Ongoing efforts with OTN and Entité 4 will continue over the following years to raise awareness and expand virtual services in French, both regionally and provincially.

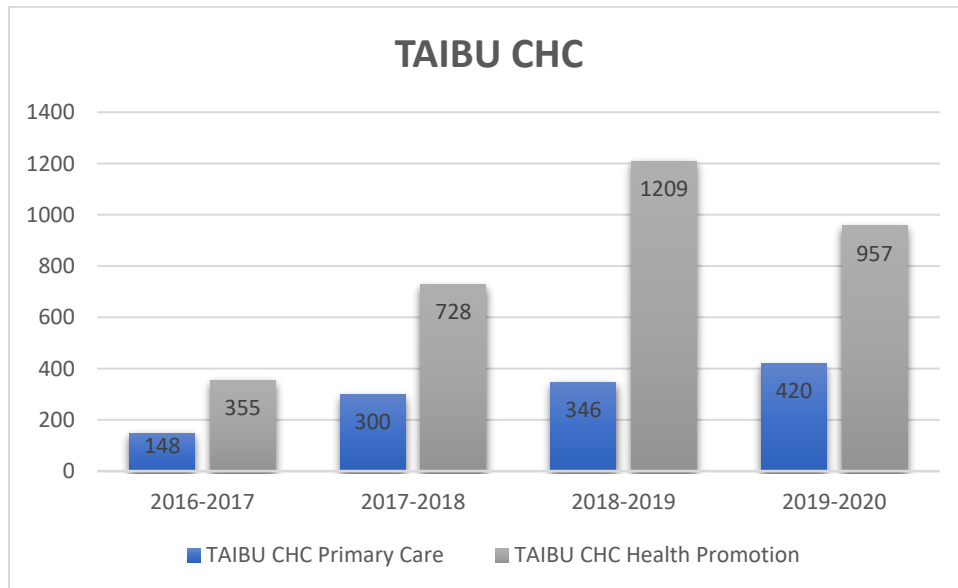
PRIMARY CARE SERVICES

During our first year of the strategy, we worked collaboratively with Community Health Centres (CHC) in our catchment area to further develop services in French and raise awareness about these services to the Francophone community.

Central East LHIN**TAIBU CHC**

This year, with the support of Entité 4 and Central East LHIN, TAIBU CHC received base funding for a health promoter position. Health promoters work with communities to encourage healthy behaviours and create supportive environments that enable people to improve their health. For 2019/2020, nearly **1,000 Francophones** participated in health promotion activities held at TAIBU CHC. The year also marked **five years of French Language Services at TAIBU CHC**. A significant increase of Francophone clients for the Nurse Practitioner led clinic was noted for the fiscal year, for a total of 1,169 registered visits.

Health Promotion Program	Number of participants
Community Outreach	50
Newcomer Assistance Workshop	15
Physical Activity Programs	78
Seniors Wellness Workshop	30
First Aid Certification	36
March Break Camp	85
Black History Month	120
Mental Health First Aid Certification	18
Women's Self Care Workshop	15
Getting the Most of your Health Care Appointment	20
5 th Anniversary Gala for French Language Services	350
Racism and Black Mental Health Workshop	60
Financial and Legal Aid Workshops	80
Total	957
Primary Care (Nurse Practitioner)	Number of patients
Total	420



Central LHIN

Black Creek CHC

Black Creek CHC has continued its efforts to build connections with the Francophone community they serve. In 2019/2020, Black Creek CHC held its first ever Soirée Francophone that brought together local Francophone organizations and members of the community to learn about available FLS. The bilingual patient navigator at Black Creek CHC helped more than 300 patients navigate through services. There is also a health promotion component to this position to raise awareness among local Francophone populations, mainly new immigrants, about the importance of having a healthy lifestyle. These outreach and promotion efforts reached more than 500 individuals.

NSM LHIN

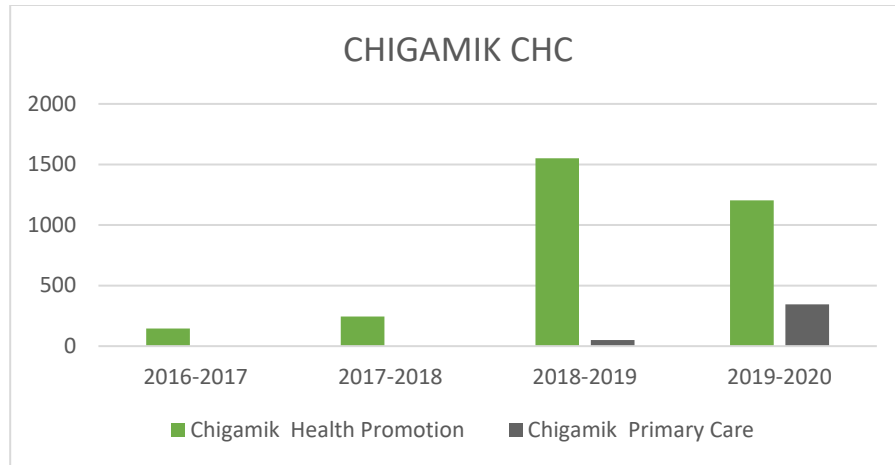
CHIGAMIK CHC

CHIGAMIK CHC provides culturally relevant, holistic programs, including primary care services, health promotion activities and education as well as a range of other health services in French for the Francophone community in the North Simcoe Muskoka area. Since 2016, CHIGAMIK CHC has also provided navigation services for Francophones to help them access other French Language Health Services in the area. Last year, the bilingual health system navigator at CHIGAMIK CHC **helped 176 Francophone patients** navigate through services.

**Health Promotion Workshops hosted across NSM region
by Chigamik 2018-2019**

Workshop	Number of Sessions	Total Number of clients
Get Fit! Tiny Fitness Boot Camp	8	126
Zumba	9	257
Yoga	29	471
Food Safety	2	16
Mental Health First Aid	2	28
Francophone Wellness Series	2	36
Bone Health	2	23
Movement and Music	3	18
Babysitting Certification Training	2	15
Gratefulness Workshop	1	11
School Workshop: Disease Prevention	1	34
Knitting Group	1	14
Women's Support Group	3	25
Caregiver Workshop	1	4
Healthy Eating Workshop	1	4
Positive Parenting Practice (Triple P)	3	15
Chronic Disease Self Management	1	7
Knit and Stitch	1	25
Dementia Webinar	2	3
Film and Talk	1	1
Soup for the Soul	1	42
Health Tips for the holiday season	1	2
Creative Crafting	1	26
Total	78	1203

To increase existing French language promotion and navigation services in the area, a collaboration agreement was developed between CHIGAMIK, Barrie and South Georgian Bay CHCs with the support of Entité 4. Thanks to this partnership, Francophone clients at Barrie CHC can be served by CHIGAMIK CHC's French speaking nurse practitioner as she offers services out of Barrie one day per week; this past year marks a significant increase, with 142 registered Francophone clients for the nurse practitioner across both sites.



MENTAL HEALTH

Communication is at the heart of intervention

Toronto North Support Services (TNSS) continued to build on its success in promoting and raising awareness on mental health and addiction issues faced by Francophones. Last year, more than 500 Francophones took part in 34 different outreach activities offered by Toronto North Support Services. As a result, TNSS received **38 new Francophone referrals**.

CMHA Durham had a very busy year collaborating with Francophone partners in the Durham Region, such as Carea CHC, Alzheimer's Society of Durham (ASDR) and a number of Francophone schools to host events and provide mental health support and education for Francophones in the Central East LHIN. For the 2019/2020 fiscal year, **29 French workshops and outreach activities** were facilitated by the outreach worker, with more than **567 Francophone participants**.

In the fall of 2019, CMHA Simcoe Branch received funding for a Regional Francophone Navigator, a role which focuses on linking isolated Francophone clients to health services and social support. The Navigator is located in the NSM region and is connected with the Barrie, CHIGAMIK and South Georgian Bay CHCs.

The Navigator works actively in collaboration with the Francophone Health Promoter to identify needs/gaps for the Francophone population in the region. This past year, the Navigator was able to connect with schools, parents and other organizations HSPs to promote services in French and assist clients in navigating the mental health system in French.

Throughout Entité 4's entire catchment area, Mental Health First Aid workshops were offered in French by partners such as CHIGAMIK CHC, TAIBU CHC, Toronto North Support Services and Canadian Mental Health Association of Durham. Close to 100 participants received their certification this year.

In February 2017, funding was announced to increase access to psychotherapy services to help individuals living with light to moderate signs of anxiety and depression. Entité 4 worked with Ontario Shores Centre for Mental Health Sciences and Waypoint Centre for Mental Health Care to address gaps

and plan for improved access to mental health and addiction services for Francophones. The program places clinical mental health care providers in primary care and community settings. French speaking clinicians at Toronto North Support Services, TAIBU Community Health Centre, the Canadian Mental Health Association Simcoe County and CHIGAMIK Community Health Centre have provided ongoing care and support to **more than 30 Francophone clients**. These organizations received base funding this year to continue to offer psychotherapy services in French.

HOME AND COMMUNITY CARE

Home and community care services support people who require assistance in their home, at school or in the community. People of all ages may require home and community care for many reasons, including to maintain independence, support chronic conditions or recover from illness. Home and Community Care Services also help residents' access long-term care services.

The Adult Day Program hosted by Les Centres d'Accueil Héritage (CAH) received a one-time funding expansion for the year to include a third day of service per week. The program now receives clients from as far as Scarborough and Ajax and of course, Durham region. The program, which offers a variety of activities and workshops three days a week worked at full capacity: 26 **Francophone clients** per session. Entité 4 will continue to work with CAH to support them in seeking permanent funding for the third day of service of this important initiative in the upcoming year.

This year marks the 25th anniversary of the Pavillon Omer Deslauriers at Bendale Acres Long-Term Care Home. Bendale Acres is the only City of Toronto long-term care home to provide French Language Services for Francophones since 1994. All services are available in French in the Pavillon Omer Deslauriers and the number of Francophones occupying these beds now averages nearly 25. Entité 4 has continued strengthening our connection with Bendale Acres Long-Term Care Home and local Home and Community Care to ensure the 37 beds prioritized for Francophones in Pavillon Omer Deslauriers are occupied by French speaking clients.

In collaboration with Entité 4, ASDR expanded its initiative entitled *Living Well with Dementia in the Francophone Communities of Central East LHIN* over the past year. The objective of this program is to educate and support Francophones living with dementia and their caregivers. Entité 4 continues to support ASDR in promoting and implementing this very important initiative.

Activity	Number of participants
Total Visits (In person, telephone, etc.)	218
Registered Individuals Served	35
Not Uniquely Identified Service Recipient Interactions	1057
Group Sessions (29)	728
New Referrals	27
Total	Number of patients
	2065

PALLIATIVE CARE

Entité 4 continues to work closely with regional palliative care planning tables in the Central, Central East and North Simcoe Muskoka areas to ensure Francophones have access to linguistically adapted palliative care.

Entité 4 has also established a strong relationship with Hospice Huronia, which was identified for the provision of French Language Services last year. With a new location, Tompkins House, set to open early in the 2020/2021 fiscal year, we look forward to building their capacity to provide supportive care for Francophone clients and their families.

SUSTAIN

Identifying and designating HSPs for the provision of FLS is an integral part of Entité 4's work, as these processes ensure sustainability of services over time. Identification and designation of HSPs are processes designed to sustain the offer of French language services over time and, as such, support the overall vision of our three-year strategy for accessible and sustainable services in French.

In the first year of this strategy, Entité 4 wrote a formal recommendation to the Central East LHIN for the identification of CMHA Durham to provide mental health services in French to the local Francophone community. In January 2020, CMHA Durham was officially recognized by the Central East LHIN as an Identified HSP for the provision of FLS. The identification recognizes CMHA Durham's dedication and commitment to supporting local Francophone populations.

The Alzheimer's Society of Durham (ASDR) was also recommended for identification by Entité 4 to the Central East LHIN in February 2020. This recommendation was based on the high percentage of aging Francophones in Durham; the increased prevalence of dementia as it relates to aging; as well as an increased risk of language attrition in Francophone seniors. Further work was delayed as a result of COVID-19 related activity.

BUILDING ACCESS TO SUSTAINABLE, HIGH QUALITY FRENCH LANGUAGE SERVICES

For the 2019/2020 fiscal year, Entité 4 supported three of our partners as part of a Ministry of Francophone Affairs pilot project aimed at streamlining the designation process under the *French Language Services Act*.

Efforts to accompany **Bendale Acres Long-Term Care Home**, **TAIBU Community Health Centre** and **Waypoint Centre for Mental Health** is ongoing as they work to achieve partial designation of the services offered in French for Francophones and improve services for Ontario Francophones.

Likewise, we continue to guide Identified HSPs across the LHINs towards achieving designation and work to build relationships with HSPs that have reported a FLS capacity and have expressed interest in developing FLS.

STRENGTHENING AND SUSTAINING FRENCH LANGUAGE SERVICES

Redesigning French Language Services Across GTA Ontario Health Teams

A *Working Group on System Navigation and Care Coordination for Francophones in the Greater Toronto Area (GTA)* was developed to bring together providers and organizations from across the GTA to

improve navigation and care coordination for Francophones within and across OHTs located in Toronto, Durham, York, Peel and Halton. The Working Group includes two of the French Language Health Planning Entities, Reflet Salvéo and Entité 4, that collaborated with OHTs for the Self-Assessment and Full Application Submissions to MOH.

Francophone patients and their families face additional barriers navigating the health care system. Within the GTA, only a limited number of HSPs systematically offer FLS; and these services are often program specific. Therefore, Francophone patients seeking services in French may be unable to receive all their care from one OHT and may need to access FLS across multiple OHTs.

In order to build better connected care for Francophones, a co-design model of System Navigation and Care Coordination is being developed to help Francophones patients and their families overcome barriers to health care access, bridge gaps in transitions of care and link FLS within and across OHTs.

The overarching goals of this test of change include:

- **Connecting Francophone** patients and their families with the right care, in the right setting, in the official language of their choice by building partnerships across OHTs.
- **Coordinating** design and planning of FLS to leverage existing capacity and build a continuum of care by linking services to eliminate gaps.
- **Partnering** with HSPs to champion a proactive offer of FLS at every step of the patient journey to best meet the needs of their Francophone patients they serve by capturing linguistic identify and official language of choice.

Members of the Working Group on System Navigation and Care Coordination for Francophones in the GTA include the following organizations:

- Access Alliance Multicultural Services
- Bendale Acres Long-Term Care Home
- Black Creek Community Health Centre
- Centre for Addiction and Mental Health
- Centre francophone du Grand Toronto
- Entité 4
- East Metro Youth Services
- Lamp Community Health Centre
- Les Centres d'Accueil Héritage
- Regent Park Community Health Centre
- Reflet Salvéo
- Rexdale Community Health Centre
- TAIBU Community Health Centre
- Toronto North Support Services
- Alliance for Healthier Communities
- Patients, Caregivers and Community Representatives

The Working Group plans to approach OHTs in the fall of 2020 to engage them in this opportunity and support them to better serve local Francophone communities.

CONCLUSION

The excellent collaboration established between Entité 4, its partner LHINs, OH, OHTs, health service providers and community organizations is the cornerstone of our common strategy: *Towards Equitable Access to FLHS*. Its implementation has contributed to increasing access to services in French. Among the accomplishments, significant progress can be noted in the following areas:

- ✚ **Improving access to health services in French** within our priority sectors for Francophones. For example, increased dementia services for clients and caregivers are available at ASDR, primary care in Scarborough and the Barrie area, and mental health and addictions navigation is available through CMHA Simcoe Branch. Finally, psychotherapy services are permanently available in French within our entire catchment area.
- ✚ **Guiding and supporting HSPs**, in particular HSPs identified for the offer of FLS and involvement in streamlining the designation process. Our presence on various FLS committees has helped HSPs make significant progress towards fulfilling designation requirements. Our support and guidance provided to three of our partners as part of a Ministry of Francophone Affairs pilot project aimed at streamlining the designation process under the *French Language Services Act* will surely increase the probability of designation for these HSPs.
- ✚ **Sustaining services over time** with the identification of CMHA Durham, recommendation of the identification of the Alzheimer's Society of Durham Region. Our active involvement with OHTs will continue to strengthen partnerships by actively participating in committees and working group. Our new initiative, *Working Group on System Navigation and Care Coordination for Francophones in the GTA*, to bring together providers and organizations to improve navigation and care coordination for Francophones within and across OHTs will be implemented in the upcoming year, with the goal of sustaining and spreading across more regions.
- ✚ **Virtual Care:** OTN services in French will remain a priority over the next year, as virtual services increase access to care, reduce barriers such as linguistic, travel and wait times: virtual care makes health care delivery more human, efficient, and equitable.

Although we are only on year one of our three-year strategy, we have achieved many of the goals outlined in our work plan and are proud to say that each of these initiatives have contributed to ensuring Francophones have better access to FLS. Collaboration between Entité 4, LHINs, OH, OHTs and HSPs has been pivotal to reach these achievements. We look forward to continuing this working relationship with all our stakeholders during the system transformation.

COMMUNITY ENGAGEMENT

Summary of Community Engagement Activities 2019-2020

Date	Location	Organized by:	Name of Event:	Target Audience	Type of Engagement	Objective	Format	# of participants
18-Apr-19	York	AFRY	AGA - AFRY 25 ans	York Region Francophones				25
26-Apr-19	CHIGAMI K CHC Black Creek CHC TAIBU CHC	Premier's Council	Public Consultation for Francophones	Francophones patients, caregivers, service providers and health sector leaders	Consult	Obtain feedback and input from stakeholders regarding key areas of interest raised in their first interim report, Hallway Health Care: A System Under Strain to support development of recommendations to government in the second report to be issued later in 2019	Simultaneous Focus Groups and webcast	53
27-Apr-19	Toronto Centre Novotel Hotel	Maison d'hébergement pour femmes francophones	10 ans Solid-R pour elles	community members and leaders	Inform	Reward community leaders for involvement.	Conversations	

Date	Location	Organized by:	Name of Event:	Target Audience	Type of Engagement	Objective	Format	# of participants
30-Apr-19	CHIGAMIK CHC	CHIGAMIK CHC	Célébration de la désignation du CSC CHIGAMIK	Francophones community leaders and service providers	Empower	Reward and acknowledge involvement in achievement of Designation under the French Language Services Act	Presentation and networking	40
23-May-19	Amicale	ACFO-DP	AGM	Francophone community in Durham/Peterborough region	Inform	Engage with the Francophone community in Durham and Peterborough region	Presentation and networking	30
18-Jun-19	York Region Administrative Centre	Entité 4	AGM	Francophones community leaders and service providers	Inform	Engage with the Francophone community and recognize the contribution of Health Service providers	Presentation and networking	39
19-Jun-19	La Clé	UOF	Announcement	Francophones community leaders and service providers in the North Simcoe Muskoka region	Inform		Conversations	15

Date	Location	Organized by:	Name of Event:	Target Audience	Type of Engagement	Objective	Format	# of participants
20-Jun-19	Glendon	Club Canadien	Bien-cuit de François Boileau	Francophone leaders	Inform	Engage with the Francophone leaders	Presentation and networking	150
23-Jun-19	Riverwalk Commons Newmarket	AFRY	Fête de la St-Jean	Francophones community members, leaders and service providers	Inform	Engage with the francophone community in York Region and network with other local francophone organizations	Kiosque	150
24-Jun-19	Toronto	Black Creek CHC	AGM	Community members, leaders and service providers	Inform	Engage with the community and health care leaders	Conversations and networking	
26-Jun-19	Toronto	CAH	AGM	Francophone community in Durham/Peterborough region	Inform	Engage with the francophone community, network with local francophone organizations	Conversations and networking	
13-Jul-19	Lafontaine	Meute culturelle	Festival du Loup	Francophone community	Involve	Engage them in participating in committees and consultations Inform the community about services in French in the region	Booth	50

Date	Location	Organized by:	Name of Event:	Target Audience	Type of Engagement	Objective	Format	# of participants
22-Aug-19	Midland	Hospice Huronia	AGM	Community members, leaders and service providers	Inform	Engage with the community and health care leaders	Conversations and networking	
29-Aug-19	Toronto	Reflet Salvéo	AGM	Francophone community members, leaders and health service providers	Inform	Engage with the francophone community, network with local francophone organizations	Conversations and networking	45
3-Sep-19	Penetanguishene	La Clé	Opening - Musée École de la résistance	Francophone community and community leaders	Inform	Engage with the francophone community, network with local francophone organizations, celebrate	Conversations and networking	
05-Sep-19	Penetanguishene	AFO	AFO Table - Central South West Ontario	Francophone leaders and partners	Collaborate		Conversation, networking and strategic planning	80
13-Sep-19	Peterborough	ACFO-DP	Peterborough Francophone Community Table	Francophone leaders and community members	Collaborate	Engage with Francophone partners in the region and plan community outreach	Conversation, networking and strategic planning	14

Date	Location	Organized by:	Name of Event:	Target Audience	Type of Engagement	Objective	Format	# of participants
14-Sep-19	Borden	Borden - CFB	Welcome to Borden Open House	Borden community	Inform	Engage the francophone community Share information on French Language Services in the area	Booth	20
16-Sep-19	Toronto	Centre Francophone de Toronto	AGM	Francophone community members, leaders and health service providers	Inform	Engage with the francophone community, network with local francophone organizations, celebrate	Conversations and networking	
19-Sep-19	Scarborough	TAIBU CHC	AGM	Community members, leaders and health service providers	Inform	Engage with the community and health care leaders	Conversations and networking	200
25-Sep-19	Toronto - Queens Park	AFO	Lever de drapeau	Francophone community	Inform	Engage with the francophone community, network with local francophone organizations, celebrate	Networking	

Date	Location	Organized by:	Name of Event:	Target Audience	Type of Engagement	Objective	Format	# of participants
25-Sep-19	Toronto - Nathan Phillips Square	ACFO Toronto	Lever de drapeau	Francophone community	Inform	Engage with the francophone community, network with local francophone organizations, celebrate	Networking	
25-Sep-19	Barrie	la Clé	Lever de drapeau	Francophone community	Inform	Engage with the francophone community, network with local francophone organizations, celebrate	Networking	
25-Sep-19	Whitby	ACFO-DP	Lever de drapeau	Francophone community	Inform	Engage with the francophone community, network with local francophone organizations, celebrate	Networking	30
25-Sep-19	Markham		Lever de drapeau	Francophone community	Inform	Engage with the francophone community, network with local francophone organizations, celebrate	Networking	40

Date	Location	Organized by:	Name of Event:	Target Audience	Type of Engagement	Objective	Format	# of participants
25-Sep-19	Newmarket		Lever de drapeau	Francophone community	Inform	Engage with the francophone community, network with local francophone organizations, celebrate	Networking	40
25-Sep-19	Orillia	Independent Living Services of Simcoe	AGM	Community members, leaders and service providers	Inform	Engage with the community and leaders	Conversation and networking	45
26-Sep-19	Toronto	La Maison	AGM	Francophone community and community leaders	Inform	Engage with the francophone community, network with local francophone organizations	Conversations and networking	
27-Sep-19	Penetanguishene	la Clé	AGM	Francophone community and community leaders	Inform	Engage with the francophone community, network with local francophone organizations	Conversation and networking	40

Date	Location	Organized by:	Name of Event:	Target Audience	Type of Engagement	Objective	Format	# of participants
04-Oct-19	Oshawa	ACFO-DP	35 year Anniversary Celebration	Francophone community and community leaders	Inform	Engage with the francophone community, network with local francophone organizations	Conversation and networking	100
10-Oct-19	Barrie	Colibri	AGM	Francophone community and community leaders	Inform	Engage with the francophone community, network with local francophone organizations	Conversation and networking	20
15-Oct-19	Midland	Wendat	AGM	Community members, leaders and health service providers	Inform	Engage with the community and health care leaders	Conversation and networking	70
22-Oct-19	Midland	CHIGAMIK CHC	AGM	Community members, leaders and health service providers	Inform	Engage with the community and health care leaders	Conversation and networking	40
23-Oct-19	Toronto	TNSS	AGM	Community members, leaders and health service providers	Inform	Engage with the community and health care leaders	Conversation and networking	75

Date	Location	Organized by:	Name of Event:	Target Audience	Type of Engagement	Objective	Format	# of participants
25, 26, 27- Oct-19	Sudbury	AFO	Conference	Francophone Leaders and Partners	Inform	Engage, plan and network with Francophone leaders	Conversation, networking and strategic planning	
27- Oct-19	Markham	TAIBU CHC	GALA	Community members, leaders, health service providers	Empower	Celebrate 5 years of French Language Health Services at CHC TAIBU	Conversation and networking	350
07- Nov- 19	Barrie	ÉSC Nouvelle-Alliance	Open House	Francophone community	Involve	Inform the community about our efforts to improve LTC in French and invite them to a discussion group	Conversation and networking	25
13- Nov- 19	Uxbridge	EYRND OHT Dementia Care & Support Douglas Crossing	Consultation on dementia strategy	Community members, leaders, health service providers	Inform	Engage the community and health care leaders toward dementia strategy	Conversation and networking	30
14- Nov- 19	Barrie	ÉS Roméo Dallaire	Open House	Francophone community	Involve	Inform the community about our efforts to improve LTC in French and invite them to a discussion group	Conversation and networking	

Date	Location	Organized by:	Name of Event:	Target Audience	Type of Engagement	Objective	Format	# of participants
15-Nov-19	Richmond Hill	AFRY	Soirée de reconnaissance	Francophone community	Inform	Engage with Francophone community members and leaders	Conversation and networking	
17-Nov-19	Whitby	L'Amicale	Déjeuner	Francophone seniors	Involve	Inform the community about our efforts to improve LTC in French and conduct a survey	conversation and polling	75
16-Nov-19	Markham	EYRND OHT Mental Health Co-Design	Consultation on Mental Health	Community members	Collaborate	Community Feedback on models of care for mental health	Discussion and networking	50
28-Nov-19	Vaughan	ÉSC Renaissance	Open House	Francophone community	Involve	Inform the community about our efforts to improve LTC in French and invite them to take a survey	Conversations	5
11-Dec-19	Barrie	Entité 4	Focus Group on LTC in Barrie	Francophone community members and partners	Involve	Presentation and discussion	Focus Group Discussion	12
06-Dec-19	Orillia	OSMH & Orillia FHT	Couchiching OHT Announcement	Community leaders, health service providers,	inform	Inform the community about Couchiching OHT being approved	Conversation and networking	60

Date	Location	Organized by:	Name of Event:	Target Audience	Type of Engagement	Objective	Format	# of participants
13-Dec-19	Midland	CHC CHIGAMIK and Waypoint	Announcement and celebration	Community leaders, health service providers,	inform	Celebrate achievements in building soon to be opened community HUB, announcement by Ministry	Conversation and networking	
24-Jan-20	Toronto	Bendale Acres	55th Anniversary celebration	community leaders, health service providers, residents	Empower	Celebrate achievements	Conversation and networking	
06-Feb-20	Toronto	Black Creek CHC	Soirée francophone Black Creek	Francophone community members and partners	inform	Inform the community about FLS in the area	Booth	20
29-Feb-20	Toronto	Centre Francophone du Grand Toronto	Célébration Mois de l'histoire des noirs	Francophone community members, community leaders and partners	Empower	Celebrate accomplishments and contributions of the black community	Conversation and networking	60
05-Mar-20	Penetanguishene	Entité 4	Focus Group on LTC in Penetanguishene	Francophone community members and partners	Involve	Presentation and discussion	Focus group Discussion	9
08-Mar-20	Midland	Colibri	International Woman's Day	Partners and community	Empower	Celebrate achievements and mark International Woman's Day	Conversation and networking	30